



## **Multicultural & Immigrant Services Association of North Vancouver Island (MISA)**

The Immigrant Welcome Centre in Campbell River is currently accepting applications for a part-time Employment Counsellor in our Campbell River office. This position supports Campbell River and the North Island communities.

### **Who we are...**

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award-winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

### **Who you are...**

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage clients and keep them engaged through your work with them whether 1-1 or in a group setting.
- You love learning and are not afraid to ask questions.
- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You love to learn new technologies, programs, and policies.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.



**The position...**

**JOB TITLE: Employment Counsellor**

**LOCATION: Campbell River**

**REPORTS TO: Human Resources Manager**

**WORKING HOURS:** 14 hours per week, schedule to be determined. Ideal candidate must be flexible.

**COMPENSATION:** \$24.37-\$28.00 per hour

**POSITION SUMMARY:** The Employment Counsellor provides case management employment services to unemployed and/or underemployed newcomers and immigrants following WorkBC service delivery policy and program management. Working as part of a team, using a client centered approach this position assist clients with all aspects of employment case management services that includes formal employment needs assessment, action plan development, flexible service delivery (in-person and virtual) resource provision, supportive referrals, ongoing monitoring and support and job maintenance and retention. This position is responsible for ensuring that sustained employment outcomes are achieved through identifying and addressing barriers to effective achievement of employment and/or community attachment goals. In addition, this position requires travel to the North Island to provide employment outreach services when needed, input into program planning relating to client needs and is responsible for maintaining knowledge of immigration policy, updates on information around service delivery, labour market information, job search trends, and ensuring reporting is accurate and up to date. This position is based on a partnership with North Island Employment Society (NIEFS), so knowledge of working collaboratively is an asset.

### **CORE COMPETENCIES**

- **Values.** Behaves consistently with clear personal values that complement MISA's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client centered practice committed to maintaining privacy and confidentiality.
- **Innovation.** Thinks creatively; is open to new ideas and new technologies. Is committed to developing effective and new approaches to service



- excellence. Is flexible and adaptable to meeting ever changing demands of clients, funders, employers and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the work and the mission of MISA.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.

## KEY DUTIES AND RESPONSIBILITIES

### Assessment & Counseling

- Assess the employment needs, challenges and strengths of clients using an employment readiness framework and relevant assessment tools to determine appropriate services to support the client to achieve and maintain sustainable employment.
- Assess the eligibility and need for financial supports for job search, program participation and job activities.
- Assess and refer clients in need of diagnostic and disability supports and other specialized services.
- Work closely with clients to assess and determine suitable, realistic and sustainable career goals.
- Identify barriers to employment and key employment readiness factors to generate a realistic action plan to achieve and maintain employment.
- Prepare rationales for referral to services like Training, Self-Employment, Wage Subsidy etc.
- Manage a varied and complex case load.
- Monitor each client's progress (minimum 52 weeks) through on-going scheduled contact, follow-up and post-service communications to monitor job sustainment.
- Assist clients with such matters as job readiness skills, job search strategies, writing résumés and preparing for job interviews, either in one-to-one session or workshop settings.
- Research and collect labour market information for clients regarding job openings, entry and skill requirements (including Foreign Credential Recognition) and other occupational information.



- Administer and interpret assessments designed to determine the interests, aptitudes and abilities of clients.
- Assess need for assistance such as specialized assessments, financial aid or further training and refer clients to the appropriate services.
- Working collaboratively with identified NIEFS staff.

### **Workshop Content Development & Delivery**

- Development and delivery of employment readiness workshop content in the following categories: Resumes, Cover Letters, Canadian Job Search, Informational Interviews, Interview Techniques, Career Planning, Canadian workplace, Soft Skills, Rights and Responsibilities of Working in BC etc.
- Deliver content using a culturally sensitive client centered approach.
- Evaluate workshops/1-1 sessions.

### **Program Management**

- Compile, interpret program data and make recommendations regarding the further strategic development of the employment program.
- Liaise with Contract Manager to ensure program delivery meets WorkBC policy requirements
- Provide informed leadership for the present and future operations of the employment program.

### **Outreach and Networking**

- Develop, maintain and share employer, community agency and educational contacts.
- Promote the Association's programs and services with clients and the community.
- Participate in employment related events/initiatives such as local job/career fairs, informational sessions and industry focus groups.

### **Record Keeping & Service Support**

- Maintain up-to-date accurate confidential electronic case management files using integrated case management system.
- Submit employment services variable service fees for invoicing purposes.
- Capture client success stories for reporting and marketing purposes following WorkBC policy guidelines.



- Attend staff meetings and organizational planning and development sessions as requested.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development.

This position will include collaborating with other staff on their projects when required.

## **QUALIFICATIONS:**

### **REQUIRED - Knowledge, Education and Experience**

- 3 years experience working as an Employment Counsellor and/or Employment Skills Facilitator in the employment services industry (or similar industry) working with a broad and diverse range of clients including those with complex barriers.
- Certified Career Development Practitioner (CCDP) or actively working towards certification.
- A diploma, certificate or degree in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counseling, education or human resource management) from a recognized post-secondary institution.
- Experience conducting and interpreting clients needs assessments and creating action plans.
- Experience facilitating 1-1 and group workshops.
- Experience coaching and mentoring clients.
- Experience working with scheduling and case management databases.
- Proficient use of technology and computer skills associated with case management and job search including internet, e-mail, smart phones, MS Office Word, PowerPoint, and other presentation software.
- Experience building partnerships with employers and community agencies.
- Be able to work flexible hours to accommodate travel to the North Island and sessions and meetings that may fall outside of typical office hours.
- A valid BC driver's license and reliable transportation for travel as required.
- A vulnerable sector criminal record check.

### **PREFERRED**

- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration
- Experience using virtual meeting platforms.
- Second language is an asset.



### **How to apply...**

Applications must include a cover letter and resume detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team.

Please submit applications to [deborah.hall@immigrantwelcome.ca](mailto:deborah.hall@immigrantwelcome.ca). Applications will be accepted until the position is filled.

Thank you for your interest in joining our team. Please note we do not accept phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!